

May 4, 2006

**VIA HAND DELIVERY & ELECTRONIC MAIL**

Luly E. Massaro, Commission Clerk  
Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888

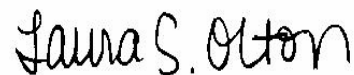
**RE: Docket 3628 - Trouble Non-Outage Report for April 2006**

Dear Ms. Massaro:

Enclosed please find ten (10) copies of the April 2006 Trouble, Non-Outage Report ("Report") for The Narragansett Electric Company, d/b/a National Grid. This Report is being provided pursuant to the Service Quality Plan Settlement Agreement approved by the Commission in Docket 3628. Please note that in response to a request issued by the Division on March 1, 2006, the format of the Report has been modified to reflect the most recent 13 months of data, rather than 2006 calendar year data.

Thank you for your attention to this filing. If you have any questions concerning this Report, please do not hesitate to call me at (401) 784-7667.

Very truly yours,



Laura S. Olton

Enclosures

cc: Docket 3628 Service List  
Paul Roberti, Esq.  
Al Contente, Division  
Steve Scialabba, Division

**National Grid**  
**Trouble Non-Outage and Outage Calls Report<sup>1</sup>**  
**13 Months Ended April 2006**

<u>Month</u>	<u>Year</u>	Number of Trouble Non-Outage <u>Calls</u>	Number of <u>Outage Calls</u>	Total Number of <u>All Calls</u>
April	2005	281	5,915	38,948
May	2005	219	5,559	39,327
June	2005	260	6,928	40,575
July	2005	335	10,616	43,808
August	2005	259	9,969	50,483
September	2005	225	6,167	46,193
October	2005	256	10,959	52,384
November	2005	161	4,842	39,921
December	2005	235	7,191	36,809
January	2006	166	8,495	40,907
February	2006	148	4,496	34,648
March	2006	96	3,805	37,074
April	2006	145	4,487	39,782
<b>13 Month Total</b>		<b>2,786</b>	<b>89,429</b>	<b>540,859</b>

<sup>1</sup>The numbers contained in this report reflect calls answered by a customer service representative from National Grid's Rhode Island customers.

### Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the parties listed below.



\_\_\_\_\_  
Joanne M. Scanlon

May 4, 2006  
Date

### **Narragansett Electric Company – Service Quality Plan Docket 3628 - Service List**

<b>Name</b>	<b>E-mail Distribution List</b>	<b>Phone/FAX</b>
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Leo Wold, Esq. Dept. of Attorney General 150 South Main St. Providence RI 02903	<a href="mailto:Proberti@riag.state.ri.us">Proberti@riag.state.ri.us</a>	401-222-2424 ext. 2299 401-222-3016
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cc: Steve Scialabba, RI Division